

**Right Care
Initiative**

Presented by:
Carol M. Mangione, MD MSPH
Professor of Medicine and Public Health
UCLA



4th Annual Right Care Initiative Clinical Quality Improvement Summit October 3, 2011

Blood Pressure Control <140/90

74.09 = National 90th Percentile for 2010 Performance Year

California

	2010	2006
Kaiser Foundation Health Plan Inc. - Southern California	83.70	73.97
Kaiser Foundation Health Plan, Inc. - Northern California	83.70	73.31
Western Health Advantage	68.61	60.83
CIGNA HealthCare of California, Inc.	68.04	64.23
UHC of California (dba) UnitedHealthcare of California	66.83	53.81
Health Net of California, Inc.	65.82	62.23
Aetna Health of California, Inc.	65.04	61.06
Blue Shield of California	64.79	58.60
Blue Cross of California dba Anthem Blue Cross	NR	60.04

National Top 10 Plans

PersonalCare Insurance of Illinois, Inc.	84.11
CIGNA HealthCare Mid-Atlantic, Inc.	83.93
Kaiser Foundation Health Plan of Colorado	83.92
Kaiser Foundation Health Plan Inc. - Southern California	83.70
Kaiser Foundation Health Plan, Inc. - Northern California	83.70
PersonalCare Insurance of Illinois, Inc.	81.87
HealthPartners, Inc.	80.07
Kaiser Foundation Health Plan, Inc. - Hawaii	79.81
Saint Mary's HealthFirst	79.81
Wellmark Health Plan of Iowa, Inc.	79.08
Gundersen Lutheran Health Plan, Inc.	

**Formerly reported as PacifiCare of California*

Cardiovascular LDL-C Control <100

71.97= National 90th Percentile for 2010 Performance Year

California

	2010	2006
Kaiser Foundation Health Plan Inc. - Southern California	74.41	62.53
Kaiser Foundation Health Plan, Inc. - Northern California	74.17	66.04
Blue Cross of California dba Anthem Blue Cross	70.56	65.74
Health Net of California, Inc.	69.87	62.84
Western Health Advantage	64.86	59.87
UHC of California (dba) UnitedHealthcare of California	62.98	56.84
CIGNA HealthCare of California, Inc.	60.51	64.48
Aetna Health of California, Inc.	59.62	61.16
Blue Shield of California	59.56	62.58

National Top 10

HealthAmerica Pennsylvania, Inc./ HealthAssurance Pennsylvania, Inc.	81.55
Martin's Point Health Care, Inc.	79.00
Grand Valley Health Plan, Inc	77.39
Kaiser Foundation Health Plan of Colorado	76.52
CIGNA HealthCare of St. Louis, Inc.	76.22
CIGNA HealthCare of New Hampshire, Inc.	75.44
CIGNA HealthCare of Pennsylvania, Inc.	75.00
Kaiser Foundation Health Plan, Inc. - Hawaii	74.76
Kaiser Foundation Health Plan Inc. - Southern California	74.41
Scott and White Health Plan	74.25

**Formerly reported as PacifiCare of California*

Diabetes Poor HbA1C Control >9

16.79 = National 90th Percentile for 2010 Performance Year

(Lower Number Score Indicates Better Performance)

California

	2010	2006
Blue Cross of California dba Anthem Blue Cross	14.42	30.12
Kaiser Foundation Health Plan, Inc. - Northern California	18.61	22.55
Health Net of California, Inc.	21.58	22.01
Kaiser Foundation Health Plan Inc. - Southern California	21.76	28.47
Western Health Advantage	22.99	34.06
CIGNA HealthCare of California, Inc.	23.36	28.47
Blue Shield of California	24.09	24.70
UHC of California (dba) UnitedHealthcare of California	25.04	32.94
Aetna Health of California, Inc.	26.53	30.22

National Top 10

Medical Associates Health Plan, Inc.	9.60
Network Health Plan	11.04
Gundersen Lutheran Health Plan, Inc.	11.17
Health Options Inc.	11.92
Harvard Pilgrim Health Care of New England (NH)	13.14
HealthAmerica Pennsylvania, Inc./ HealthAssurance Pennsylvania, Inc.	13.44
WPS Health Plan, Inc.	13.57
CIGNA HealthCare of New Hampshire, Inc.	13.63
Fallon Community Health Plan	14.05
Group Health Cooperative of Eau Claire	14.42

**Formerly reported as PacifiCare of California*

Diabetes LDL-C Control <100

57.18 = National 90th Percentile for 2010 Performance Year

California

	2010	2006
Kaiser Foundation Health Plan Inc. - Southern California	66.75	50.85
Kaiser Foundation Health Plan, Inc. - Northern California	66.42	54.68
Aetna Health of California, Inc.	54.69	40.77
Health Net of California, Inc.	54.50	48.56
UHC of California (dba) UnitedHealthcare of California	50.94	40.48
Western Health Advantage	50.73	41.36
Blue Shield of California	49.64	44.55
CIGNA HealthCare of California, Inc.	49.64	40.63
Blue Cross of California dba Anthem Blue Cross	45.07	42.17

**Formerly reported as PacifiCare of California*

National Top 10

Kaiser Foundation Health Plan of Colorado	73.91
Kaiser Foundation Health Plan Inc. - Southern California	66.75
HealthAmerica Pennsylvania, Inc./ HealthAssurance Pennsylvania, Inc.	66.67
Kaiser Foundation Health Plan, Inc. - Northern California	66.42
PersonalCare Insurance of Illinois, Inc.	64.75
Martin's Point Health Care, Inc.	63.57
Kaiser Foundation Health Plan, Inc. - Hawaii	63.50
Kaiser Foundation Health Plan of the Northwest, Inc.	62.14
WPS Health Plan, Inc.	62.08
Johns Hopkins US Family Health Plan	61.32

Cardiovascular LDL-C Screening

93.68 = National 90th Percentile for 2010 Performance Year

California

	2010	2006
Kaiser Foundation Health Plan Inc. - Southern California	95.85	94.65
Kaiser Foundation Health Plan, Inc. - Northern California	94.85	91.63
Health Net of California, Inc.	92.80	90.32
Blue Cross of California dba Anthem Blue Cross	91.94	89.79
UHC of California (dba) UnitedHealthcare of California	89.97	87.94
Aetna Health of California, Inc.	89.90	90.63
Western Health Advantage	89.71	90.79
Blue Shield of California	89.22	89.75
CIGNA HealthCare of California, Inc.	88.86	90.27

National Top 10

Total Health Care, Inc.	96.77
Empire HealthChoice HMO, Inc. d/b/a Empire BlueCross BlueShield HMO	96.24
CIGNA HealthCare of Pennsylvania, Inc.	96.21
CIGNA HealthCare Mid-Atlantic, Inc.	96.11
Kaiser Foundation Health Plan Inc. - Southern California	95.85
HealthAmerica Pennsylvania, Inc./ HealthAssurance Pennsylvania, Inc.	95.72
Grand Valley Health Plan, Inc	95.65
Kaiser Foundation Health Plan, Inc. - Hawaii	95.65
Security Health Plan of Wisconsin, Inc	95.38
Aetna Health Inc. (Pennsylvania) - Massachusetts	95.31

**Formerly reported as PacifiCare of California*

Persistence of Beta Blocker Treatment After a Heart Attack

87.50 = National 90th Percentile for 2010 Performance Year

California

	2010	2006
Kaiser Foundation Health Plan, Inc. - Northern California	83.63	84.28
Kaiser Foundation Health Plan Inc. - Southern California	83.52	84.89
Western Health Advantage	75.68	74.36
UHC of California (dba) UnitedHealthcare of California	75.30	69.39
CIGNA HealthCare of California, Inc.	75.00	54.76
Blue Shield of California	73.54	70.60
Health Net of California, Inc.	72.26	73.11
Blue Cross of California dba Anthem Blue Cross	62.22	75.06
Aetna Health of California, Inc.	59.30	60.47

National Top 10

Geisinger Health Plan	96.43
Johns Hopkins US Family Health Plan	94.00
PersonalCare Insurance of Illinois, Inc.	93.75
Security Health Plan of Wisconsin, Inc	93.33
Medical Mutual of Ohio	90.77
Keystone Health Plan West, Inc.	90.00
Federal Plan 87	89.25
Harvard Pilgrim Health Care, Inc.	88.56
Tufts Health Plan/Tufts Associated Health Maintenance Organization, Inc.	88.48
Optimum Choice, Inc.	88.46

**Formerly reported as PacifiCare of California*

Diabetes HbA1c Testing

94.16= National 90th Percentile for 2010 Performance Year

California

	2010	2006
Kaiser Foundation Health Plan, Inc. - Northern California	93.61	90.43
Kaiser Foundation Health Plan Inc. - Southern California	93.53	86.13
CIGNA HealthCare of California, Inc.	91.48	88.08
Health Net of California, Inc.	91.19	92.34
Aetna Health of California, Inc.	90.85	85.85
Blue Shield of California	90.40	86.21
Western Health Advantage	88.69	86.13
UHC of California (dba) UnitedHealthcare of California	88.51	85.75
Blue Cross of California dba Anthem Blue Cross	87.41	85.54

**Formerly reported as PacifiCare of California*

National Top 10

Medical Health Plans of Florida, Inc.	98.36
Grand Valley Health Plan, Inc	98.24
Network Health Plan	96.93
HealthAmerica Pennsylvania, Inc./ HealthAssurance Pennsylvania, Inc.	96.51
Geisinger Health Plan	96.31
Medical Associates Health Plan, Inc.	96.01
CIGNA HealthCare Mid-Atlantic, Inc.	95.86
Tufts Health Plan/Tufts Associated Health Maintenance Organization, Inc.	95.83
Harvard Pilgrim Health Care, Inc.	95.62
CIGNA HealthCare of New Hampshire, Inc.	95.62
Security Health Plan of Wisconsin, Inc	95.62

Diabetes LDL-C Screening

91.00= National 90th Percentile for 2010 Performance Year

California

	2010	2006
Kaiser Foundation Health Plan Inc. - Southern California	94.33	86.31
Kaiser Foundation Health Plan, Inc. - Northern California	92.08	89.36
Aetna Health of California, Inc.	89.67	84.41
CIGNA HealthCare of California, Inc.	88.32	84.91
Western Health Advantage	87.41	81.75
Health Net of California, Inc.	86.51	86.84
Blue Shield of California	85.69	83.29
Blue Cross of California dba Anthem Blue Cross	85.40	84.58
UHC of California (dba) UnitedHealthcare of California	84.73	82.01

National Top 10

Grand Valley Health Plan, Inc	97.24
HealthAmerica Pennsylvania, Inc./ HealthAssurance Pennsylvania, Inc.	94.94
Kaiser Foundation Health Plan Inc. - Southern California	94.33
Kaiser Foundation Health Plan of Georgia, Inc.	93.43
McKinley Life Insurance Company	93.33
Network Health Plan	93.25
Kaiser Foundation Health Plan of Ohio	92.94
Harvard Pilgrim Health Care, Inc.	92.94
CIGNA HealthCare of Pennsylvania, Inc.	92.21
Medical Associates Health Plan, Inc.	92.21

**Formerly reported as PacifiCare of California*

Monitoring Diabetic Nephropathy

89.57= National 90th Percentile for 2010 Performance Year

California

	2010	2006
Kaiser Foundation Health Plan Inc. - Southern California	95.88	92.94
Kaiser Foundation Health Plan, Inc. - Northern California	91.79	91.28
Aetna Health of California, Inc.	89.44	83.21
CIGNA HealthCare of California, Inc.	87.83	79.32
Blue Shield of California	87.14	80.39
Western Health Advantage	87.04	76.89
Health Net of California, Inc.	86.15	82.78
UHC of California (dba) UnitedHealthcare of California	84.91	81.54
Blue Cross of California dba Anthem Blue Cross	84.12	77.59

National Top 10

Kaiser Foundation Health Plan Inc. - Southern California	95.88
Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.	95.62
Kaiser Foundation Health Plan of Colorado	94.89
Group Health Cooperative	93.80
Grand Valley Health Plan, Inc	93.47
Harvard Pilgrim Health Care, Inc.	93.43
Kaiser Foundation Health Plan of Ohio	92.70
Kaiser Foundation Health Plan of the Northwest, Inc.	92.56
Martin's Point Health Care, Inc.	92.53
Gundersen Lutheran Health Plan, Inc.	92.36

**Formerly reported as PacifiCare of California*

Monitoring Diabetes Eye Exams

75.27= National 90th Percentile for 2010 Performance Year

California

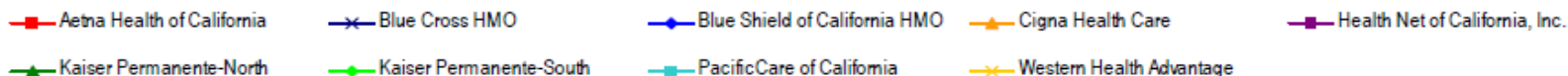
	2010	2006
Kaiser Foundation Health Plan Inc. - Southern California	79.12	75.67
Kaiser Foundation Health Plan, Inc. - Northern California	71.32	66.37
Blue Shield of California	64.49	59.32
Health Net of California, Inc.	60.97	61.24
CIGNA HealthCare of California, Inc.	56.20	57.81
UHC of California (dba) UnitedHealthcare of California	55.40	55.61
Western Health Advantage	55.29	46.72
Blue Cross of California dba Anthem Blue Cross	52.55	59.76
Aetna Health of California, Inc.	50.94	57.79

National Top 10

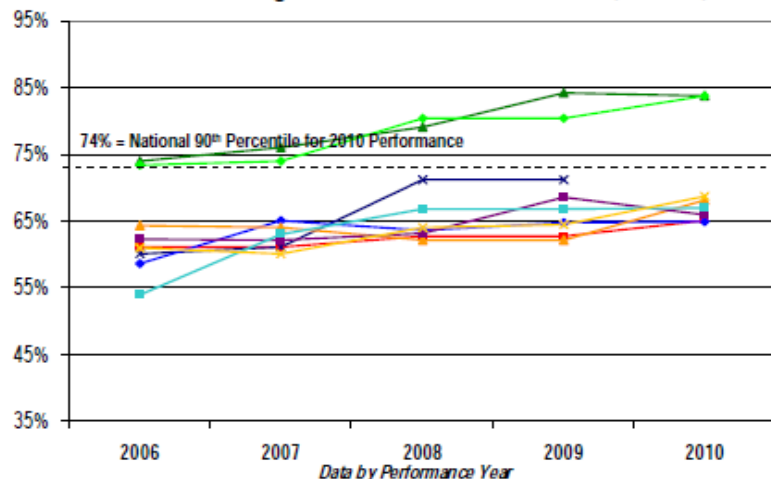
Grand Valley Health Plan, Inc	88.94
Martin's Point Health Care, Inc.	83.42
Anthem Health Plans of Maine, Inc. dba Anthem Blue Cross and Blue Shield in Maine	82.49
Group Health Cooperative of South Central Wisconsin	82.12
Harvard Pilgrim Health Care of New England (NH)	80.05
Capital Health Plan, Inc.	79.56
Kaiser Foundation Health Plan Inc. - Southern California	79.12
CIGNA HealthCare of Maine, Inc.	78.83
Harvard Pilgrim Health Care, Inc.	78.72
Tufts Health Plan/Tufts Associated Health Maintenance Organization, Inc.	78.63

**Formerly reported as PacifiCare of California*

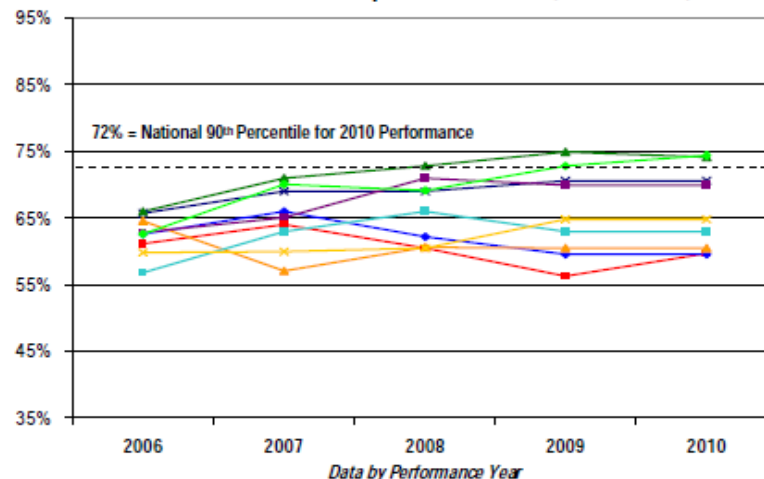
California Health Plan Performance on Control Measures for Heart Attack and Stroke Prevention



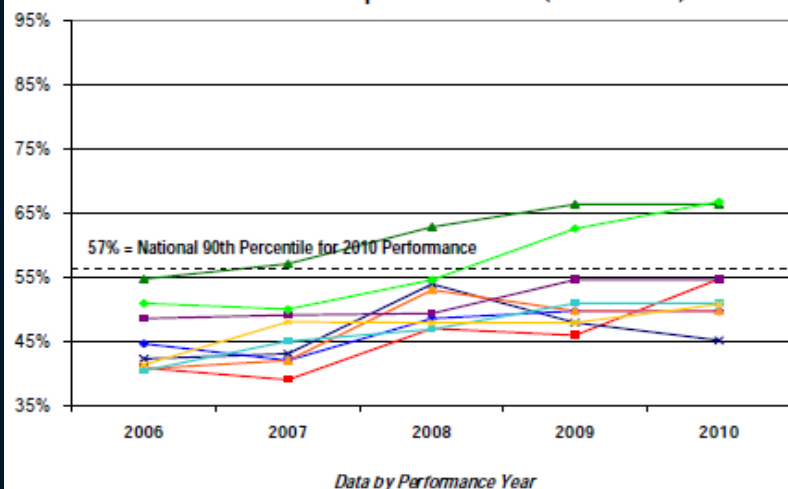
Patients with High Blood Pressure Controlled (<140/90)



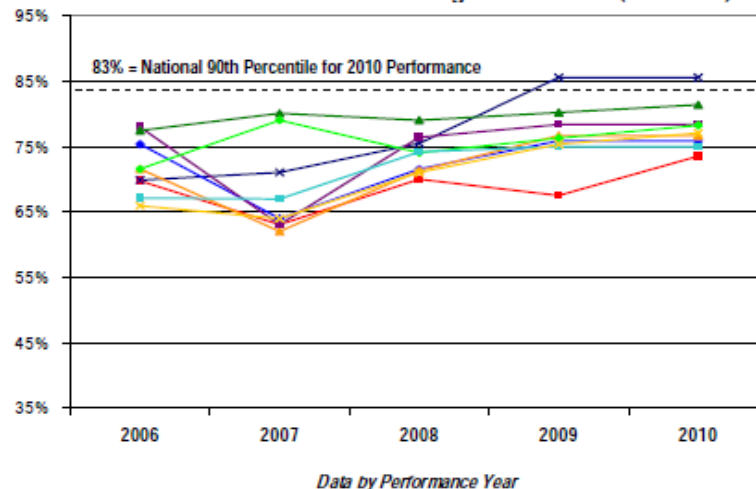
Heart Patients with Lipids Controlled (LDL-C <100)



Diabetic Patients with Lipids Controlled (LDL-C <100)



Diabetic Patients with Blood Sugar Controlled (HbA1c <9)



Summary

- Congratulations to the high performers!
- Achieving testing goals is lots easier than controlling intermediate risk factors!
- Many groups have reached a plateau, suggesting that the patient centered interventions that will be reviewed today are important approaches to consider and implement on a broader scale if they lead to better risk factor control.